Adding Delegates to Personal Profile for Alternate Change Request Approvers (Managers & Directors):

**Step 1:** From the ServiceNow left navigation menu go to the Service Desk application menu, and under Management select My Profile.

**Step 2:** On the right side of the screen scroll to bottom of your profile and Related Links section will be displayed. Click the Delegates TAB then click New. **NOTE:** If you do not see the NEW button, click the plus sign (+) to far right to expand the section (see print screen that follows):

**Step 3:** Enter Delegate name (use Lookup tool to its right, if necessary). Enter Ends date when responsibilities will cease (if ongoing, enter 2099-01-01 or greater).

Specify the responsibilities the delegate will assume using the following checkboxes (Approvals, Assignments, CC Notifications, Meeting Invitations) You can delegate:

- **Approvals:** The delegate can approve items on your behalf.
- **Assignments:** The delegate can view and work on tasks assigned to you.
- **CC Notifications:** The delegate receives a copy of email notifications sent to you, except those marked Meeting Invitation.
- **Meeting Invitations:** The delegate receives a copy of email notifications sent of the type Meeting Invitation.

Click Submit and Close.

**IMPORTANT:** If your delegate gets email notifications, they will be the same email notifications sent to you. The delegate may be confused to see “Management Approval Requested” and/or "Change Request assigned to you" emails, so make sure they know they are a delegate.

**Step 4:** Repeat Step 2 and Step 3 to create additional Delegates.
Looking Up Delegates:

**Step 1:** In a saved Change Request, click on the information icon (czeń) to the right of the Group Manager or IT Director name to lookup their delegate(s).

**Step 2:** Scroll to the bottom of their profile and Related Links section will be displayed. Click the Delegates TAB. The delegate names are displayed. **NOTE:** If you do not see the Delegates names, click the plus sign (+) to far right to expand the section (see print screen that follows):

**Step 3:** Click the back arrow (้าง) to return to the Change Request, found on the top left portion of the screen.

**IMPORTANT:** The Group Manager Approver and Director Approver can **NOT** be the same individual. If order of contact is important, each person that has delegates setup is responsible for communicating to their teams, the order in which they want delegates contacted.